



PRIVACY

This Privacy Policy covers Know Snow's treatment of personally identifiable information that our site collects. This policy also covers what we do with this personally identifiable information. Know Snow asks for your personally identifiable information in order to process your reservation. Know Snow also automatically receives and records information on our server logs from your browser including your IP Address and the page you requested, along with requests for specific price quotes for lodging. We use information for these general purposes to fulfil your requests for reservations or information and to contact you about specials and new products.

Information Sharing and Disclosure

Know Snow will not sell or rent your personally identifiable information to anyone. We need to send the information to companies who work as partners with us to provide a product or service to you. (Unless we tell you differently, these companies do not have any right to use the personally identifiable information we provide to them beyond what is necessary to assist us.). This information is limited to only necessary information in reference to any reservations you may make online. Credit Card numbers are never emailed, but are only accessible to our partners who log into a password protected secure site. All such credit card views are logged by Know Snow as a final protection to our guests.

Cookies

Know Snow may set and access cookies on your computer. Web cookies are identifiers which let a Web server know that you are the same person that accessed the server the last time you accessed it. This makes an extended interaction possible.

Security

Your Account Information is password-protected for your privacy and security. - In certain areas we use industry-standard 128 bit SSL encryption to protect data transmissions. You have the ability to edit your Account Information and preferences at any time.

Changes to this Privacy Policy

Know Snow may amend this policy from time to time. If we make any substantial changes in the way we use your personal information we will notify you by posting a prominent announcement on our pages. Know Snow may under extraordinary circumstances be required by law to disclose information you provide. We will only make the disclosure if it believes in good faith that it is required to do so.

Liability Disclaimer

"Know Snow" is an all Australian, privately owned business that operates under the Fairflights Pty Ltd Banner ACN 116 443 675. For your consumer protection Know Snow trading under Fairflights Pty Ltd holds a Travel Agents Licence (No. 2TA4825), and operates under the Australian Travel Compensation Fund. The information provided on this website has been compiled for your convenience. We make no absolute guarantees about the reliability, accuracy or completeness of any information contained on the website or that your access and use of the website will be uninterrupted or error free. The information contained in this website is for general information purposes only. While we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website. Through this website you are able to link to other websites which are not under the control of "Know Snow". We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views.

THE CARRIERS, HOTELS AND OTHER SUPPLIERS PROVIDING TRAVEL OR OTHER SERVICES ON THIS WEBSITE ARE INDEPENDENT CONTRACTORS AND NOT AGENTS OR EMPLOYEES OF KNOW SNOW OR IT'S AFFILIATES. WE ARE THEREFORE NOT LIABLE FOR THE ACTS, ERRORS, OMISSIONS, REPRESENTATIONS, WARRANTIES, BREACHES OR NEGLIGENCE OF ANY SUCH SUPPLIERS OR FOR ANY PERSONAL INJURIES, DEATH, PROPERTY DAMAGE, OR OTHER DAMAGES OR EXPENSES RESULTING THERE FROM KNOW SNOW AND ANY OF IT'S AFFILIATES HAVE NO LIABILITY AND WILL MAKE NO REFUND IN THE EVENT OF ANY DELAY, CANCELLATION, OVERBOOKING, STRIKE, FORCE MAJEURE OR OTHER CAUSES BEYOND THEIR DIRECT CONTROL, AND THEY HAVE NO RESPONSIBILITY FOR ANY ADDITIONAL EXPENSE, OMISSIONS, DELAYS, RE-ROUTING OR ACTS OF ANY GOVERNMENT OR AUTHORITY.

The foregoing exclusions of liability are subject to all Australian and State laws, such as the Trade Practices Act and Fair Trading legislation which prohibits the exclusion of certain liability, but remain effective to the full extent permitted by such laws. Know snow will take due care to ensure the services provided by the principals are as described on this Website subject to the qualifications and exceptions stated, but accepts liability for and only to the extent that loss or damage results directly from its own negligence or that of its employees. failure to obtain such documents or to comply with such laws, regulations, orders or requirements. Visas may take several weeks to process. Passports must have at least 6 months validity from the date of your return to Australia. Prior to travel, guests must present all valid travel documents required by the laws, regulations, orders or requirements of the countries concerned and permit the carrier to make and retain copies thereof. The Airline carrier may reserve the right to refuse carriage if a traveller does not comply with these requirements. All Guests who are denied entry into any country will be required to pay the cost of transportation from that country back to the originating port. The fare collected for carriage to the point of refusal or denied entry will not be refunded by Know snow or the Airline involved.

- We do not accept any liability of whatever nature for the acts, omissions or default, whether negligent or otherwise, of those service providers in connection with your travel pursuant to a contract between them and yourselves and over whom we have no direct control. We do not accept liability in contract or in tort (actionable wrong) for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by force or other events which are beyond our control, or which are not preventable by reasonable diligence on our part including, but not limited to war, civil disturbance, fire, floods, unusually severe weather, acts of God, acts of Government or of any other authorities, accidents to or failure of machinery or equipment or industrial action.
- Travel to certain destinations may involve greater risk than others. We urge passengers to review travel prohibitions, warnings, announcements and advisories issued by the United States Government prior to booking travel to international destinations.

CONSUMER CLAIMS

In the unlikely event you might experience a problem, you should immediately contact the company responsible for the provision of that service (transfer/hotel/tour etc) whose number will be printed on your documentation. We do not accept responsibility for any activity or procedure that may be necessary in order to enjoy the use of anything purchased from us, this is including but not limited to procuring or having in possession any passport or valid identification for travel. That is the sole responsibility of the user.

KNOW SNOW RECOMMENDS THE PURCHASE OF TRAVEL INSURANCE.

About Us

Know Snow is a proudly Australian owned and operated Ski Travel business, we are fully licensed and operate under the NSW Travel Compensation Fund.

The Company owners John O'Reilly and Eliza Woodward have been successfully operating in the retail Travel Industry for over ten years, and are very excited to be now involved in our biggest passion, Snow!!!

Our Vision is to have the most user friendly and informative website to help you plan and book your perfect snow holiday!

We want www.knowsnow.com.au to be the online bible for Skiers and Boarders.

We want our Australian Travel Agents to love booking with us, and be advocates of our brand.

We want to be the most successful national Snow Brand by 2011.

Our people are young and passionate Skiers and Boarders and we aim to be knowledgeable on every Ski Resort worldwide, (we send them on LOTS of Ski holidays!!)

We care about our customers, and want to make sure your snow holiday is exactly as perfect as it should be, we choose our properties and suppliers carefully, and we want to know about it if you have a problem. There is a 24 hour emergency assistance number for Know Snow on all travel documents to make sure you have help should you need it.

SAVE THE SNOW!!!

Know Snow is a carbon neutral business, we offset all our operating carbon emissions annually.

You can help, and MUST help!

- Recycle EVERYTHING!
- Plant trees!!! (Go to www.elementree.com.au and offset your car and house and please always offset your flights!)
- Watch your power consumption, avoid using the dryer!
- Make your next car a Hybrid
- Demand wind power from your electricity company, or change companies.
- Educate others!